S E P T E M B E R

# ICE PAGE

EDMONTON/NORTHEAST 2012

**Contents:**

CLIENT SUCCESS STORY..... PG 2

SAFETY ARTICLE..... PG 4

POLICY REVIEW.... PG 5

**TIME SHEET HAND-IN:**

**September 17th, 2012**
For all shifts worked between September 1st and September 15th, 2012.

**October 1st, 2012**
For all shifts worked between September 16th and September 30th

**Health and Safety Meeting**
September 5th, 2012 @ 1:30 pm

**RPAC Meeting**
September 25th @ 10:00 am

**Note regular meeting date and time changed due to COR Audit.

## ECAT

**Employee & Client Assistance Team**

**780-461-7236**

after office hours

## EMPLOYEE SPOTLIGHT

### Tanya D

Tanya is originally from Lethbridge and attended Lethbridge Community College where she obtained her Rehabilitation Services diploma. After completing school Tanya moved to Calgary and worked for the Society for the Treatment of Autism. When the residential program she worked in closed, Tanya was hired by ICE. That was thirteen years ago.

Tanya currently works in a residential day program with ICE. She reports feeling honored and privileged to have been able to work with her ICE client for the last thirteen years. Tanya does her best to provide quality support so that

this individual may achieve and enjoy an excellent quality of life. She says it is very rewarding to help work through day-to-day challenges with her client and that she feels that this job has made her a better person. Tanya notes she could not imagine spending her days any other way.

Tanya says she feels lucky in the support she receives at ICE from her supervisors and fellow team members. In addition to offering quality client services, Tanya contributes to the agency as a current and valued member of the Calgary Health and Safety Committee.

Outside of work Tanya enjoys spending time with her husband and her two stepsons. She also enjoys traveling and gardening.

Thank you for your many excellent contributions to our ICE team!

# Client Success Story: Daniel

Daniel is a quiet man who has been receiving residential services from ICE since November of 2001. Daniel's anxiety has unfortunately held him back from participating in many activities in his community. Daniel would see his roommates and peers busy going places and doing things that he too desired to do, but his anxiety about these environments would get the better of him, and he would refuse to participate. Daniel instead chose to spend most of his time at home or visiting just a few familiar and community locations.

This year, upon hearing about the summer camp his roommate was planning to attend; Daniel bravely spoke up and told staff that he too wanted to go to camp.

His support team was thrilled! Careful planning was completed to prepare Daniel for his camping experience and when the time arrived off he went for a week's camping with the support of a familiar ICE staff member.

There were a few difficult moments the first day but Daniel successfully adjusted and went on to spend five days and nights at camp where he participated in activities including: rock climbing, canoeing, crafts, dancing, sing-alongs, and hiking. At the end of the week each camper was presented with a special title on a lanyard to take home with them. It was no surprise to anyone that Daniel's earned title was, "Fearless!" He arrived home at the end of the week proud and triumphant from his trip with a ton of photo memories of his adventures. His "Fearless" lanyard now hangs in a place of honor above the bed in his room alongside many of the crafts he made at camp.

Because of his courage, Daniel made his world bigger this summer. He has already told staff that he wants to return to camp next year. His support team is working to build on Daniel's recent success to encourage his continued participation in a wider range of community activities. Congratulations, Daniel!

## ICE has a TD Group RSP plan!

Refer to Policy 3.4.18 ICE Future Builders RSP.

**If you are eligible, ICE will match your contributions!**

**To sign up, please contact Linna Roem at 780-453-9664.**

# THANK YOU INCENTIVE WINNERS!

## YOUNRUE MOORE

Younrue Moore was thanked by her Team Coordinator for her care and concern for the health and safety of the clients at her program and for her initiative in completing additional follow up tasks. She won a Hamilton Beach Toaster Oven. Thanks for your excellent efforts, Younrue!

## DAN BATARINGAYA

Dan Bataringaya was thanked by his manager for his diligent efforts to ensure the safety of a client at his program. Dan won a 1.1 cubic foot RCA Microwave Oven.

Great work, Dan!

## PAULINE GIBBS

Pauline Gibbs was thanked by her manager for her care and concern for the health and wellbeing of a client while the client was in hospital. Pauline won a Bissell Steam Mop.

Thanks for the fine work, Pauline!

# TRAINING

**Proactive Behavior Intervention (PBI)**

As described on the ICE website

September 13th, 2012

September 27th, 2012

9am-5pm

## Attention all ICE employees: Important contact information is needed!

Please submit your email address to your supervisor as soon as possible.

## Employee Referral Incentive Program $100 Recipients for August

Alicia Guillermo

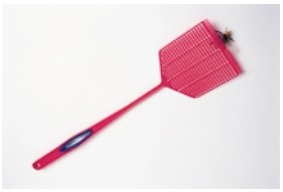
Melance Barutwanayo

# Avoiding a Fall Pest Invasion

Most pests reach a population peak in August or September. As summer winds down and fall approaches these pests start looking for warm places to escape the oncoming winter. It is important to avoid pest problems moving into our homes.

Ground invaders include mice, centipedes, millipedes, ground beetles, spiders and ants. Insect pests are attracted to the leaf litter and debris found around the foundation of houses. From the foundation, these ground pests wiggle their way into homes through any crack or crevice they can find. Insects such as carpenter ants can establish colonies in walls and remain active causing eventual structural damage if untreated. Mice can reproduce at a rate of four to seven pups per litter in just over nineteen days. The pups themselves will mature and be able to reproduce within six to ten weeks. Mice gnaw on electrical wires, tear insulation, contaminate food and leave unpleasant odors.

Air invaders include house flies, cluster flies, wasps, hornets or yellow jackets, fruit flies, miller moths and mosquitoes. Many of these pests are highly attracted to outdoor lights and enter homes when doors are open. Usually a wasp, hornet or yellow jacket queen bee will overwinter in the wall spaces or the attic. In the spring they will awaken. Fruit flies are small enough to enter homes through window screens or they may be brought in on fresh produce. Keeping produce in secure containers inside refrigerators and dumping compost buckets daily will help prevent homes from fruit fly infestations.



To avoid an autumn pest invasion a clean up needs to be completed around the outside of homes. Systematically walk around and inspect the outside of the building for potential openings where pests could enter. Cut back trees and bushes from touching the home, and seal gaps, cracks and holes around the foundation. Make sure door gaskets are firmly in place and that all other openings are sealed. Check the seal around windows and replace any broken screens. Examine house fixtures like water taps and dryer vents for potential pest entry gaps and seal these with steel wool.

To avoid giving pests an easy entry make it a habit to close doors and screens immediately after entry or exit, even if you are just stepping outside to the car or yard. Leaving the doors open to a pest is the same thing as issuing a friendly invitation.

## Employee Referral Incentive Program

Employees or Support Home Operators who refer a person to ICE who successfully meets our hiring requirements and completes their three month probation with a minimum of 120 hours worked, receive $100.00!

# POLICY REVIEW

***NOTE: The following excerpt related to Internal Safety Investigations represents only a portion of Policy 3.5.5. For the complete document please refer to the ICE Policy Manual.***

### 3.5.5 EMPLOYEE WORK RELATED INJURY, ILLNESS, AND NEAR MISSES

**Refer also to Policy 2.7.3 Critical and General Reporting Incidents**

### E. Internal Investigations of Employee Injuries or Near Misses

Either simultaneously or upon completion of the C.I/GI. an internal investigation into an employee injury or near miss will occur. Refer to the Master Forms binder for the investigation forms. The following will apply to this process:

1. An investigator is assigned to review the incident and complete all relevant documentation in accordance with the injury incident investigation report.

2. A Unit Manager (from the area the employee works i.e. CR, payroll, personnel etc.)/Regional Manager will assign an investigator. Each regional office has a complete list of trained investigators. Only trained personnel are able to conduct internal investigations of employee injuries or near misses. This process is not to be delegated to any employee. Regional Managers /Alberta Manager of Operations will ensure sufficient employees are trained to deal with these circumstances.

**3.** The investigator is to:
- Complete sections A, B, and C of the injury investigation report within 72 hours.
- Complete means all sections are filled in and their signature is on the form.
- Ensure that they are aware of the C.I/G.I. that resulted in the investigation and attach page one of this C.I./G.I. to the injury report form.
- Ensure that the C.I./G.I. is in a form that maintains client and employee confidentiality i.e. black-out names.
- Provide the written injury report to the employee's supervisor.

**4.** The employee's supervisor is to:
- Complete section D of the report and follow up with the employee. Often this follow-up is in consultation with the Unit Manager. In some cases the Unit Manager is the employee's supervisor. This must be done again within the 72 hour period.
- Ensure that approved actions are in place. Note that the action may be completed immediately or may occur over the long term. This is dependent on the circumstances of the injury and the extent of the recommendations.

5. The Unit Manager (note that this may be the Regional Manager and is dependent on each regional office) is to:
- Submit sections A, B, and C to the Chair of the Health and Safety Committee for their review.
- Ensure that this submission maintains both client and employee confidentiality. The Chair will then bring this document forward to the committee and documentation of the minutes will have the review of the incident.
- Sign the document. This means that they are aware of the incident and that the employee's supervisor is instituting recommendations.
- Forward the completed report to the C.O.O. and President for their signature.
- File the complete report in the injury/near miss binder in the correct Managers Office and place a confidential copy in the employee's file.

NOTE: All of the above parties must complete their responsibilities within the 72 hour time frame. This does not mean that the recommendations will all have been completed as again this is dependent on the circumstances of the injury. Also this document is not complete if signatures are missing in section E. Do not file this form until this section is complete.
**Updated October 2009**

**ICE offices will be closed**

**Monday,**

**September 3rd, 2012**

**for Labour Day**

**Please direct all calls to the Employee Client Assistance Team for this day.**

# HEALTH AND SAFETY MINUTES

**3.1 Review of Regional Health and Safety Minutes**
**Calgary Region – Meeting on July 18th, 2012**
No injury investigations to review.
No near miss investigations to review.
**Northwest Region – Meeting on July 12th, 2012**
No injury investigations to review.
No near miss investigations to review.
**South Region –Meeting on July, 2012**
No injury investigations to review.
No near miss investigations to review.

**3.2 Evaluation of current Injury Investigations**
**Edmonton Region Injury Investigations:**
**July 4, 2012**
A staff was involved in a motor vehicle accident close to the ICE office. The staff had been turning left across two lanes of busy traffic at an uncontrolled intersection and was struck by a vehicle in the outside lane which they had not seen.
Injury Investigation completed.
Recommendations:
Use controlled intersections to make turns whenever possible to avoid hazards. Use intersections with left turn signals if available.
Travel at off- peak hours if possible.
Take Mission Possible driver safety training when next available.
**July 5, 2012**
A staff was at a Home care location to assist a client with a dressing change. The client was initially agreeable but in the middle of the dressing change became agitated with some aspects of the care plan. The client grabbed the staff's arm and scratched her.
Note: Follow up was completed with Alberta Health re the client's ability to tolerate the prescribed treatment.
Injury Investigation completed.
Recommendations:
Give space at first signs of client agitation. Do not attempt to proceed with care until the client has calmed. Use PBI techniques.
**July 8, 2012**
A staff was writing in a client log book. The client became upset and tried to take the log book away. A power struggle ensued and the client struck the staff on the back as she was moving away.
Injury Investigation completed.
Recommendations:
Positive Approaches are in place for this client and include directions for completing log books in a private area. Retraining for the team on the client's Positive Approaches is recommended. Review positive behavior techniques for avoiding power struggles with clients. Perhaps have staff retake PBI.
RPAC to review incident report. Follow any additional recommendations made by the committee.

**3.3 Evaluation of Near Miss Investigation**
**Near Miss Investigations:**
No near miss investigations submitted.

**3.4 Review 2011 COR External Audit and Action Plan Items**
Tabled.

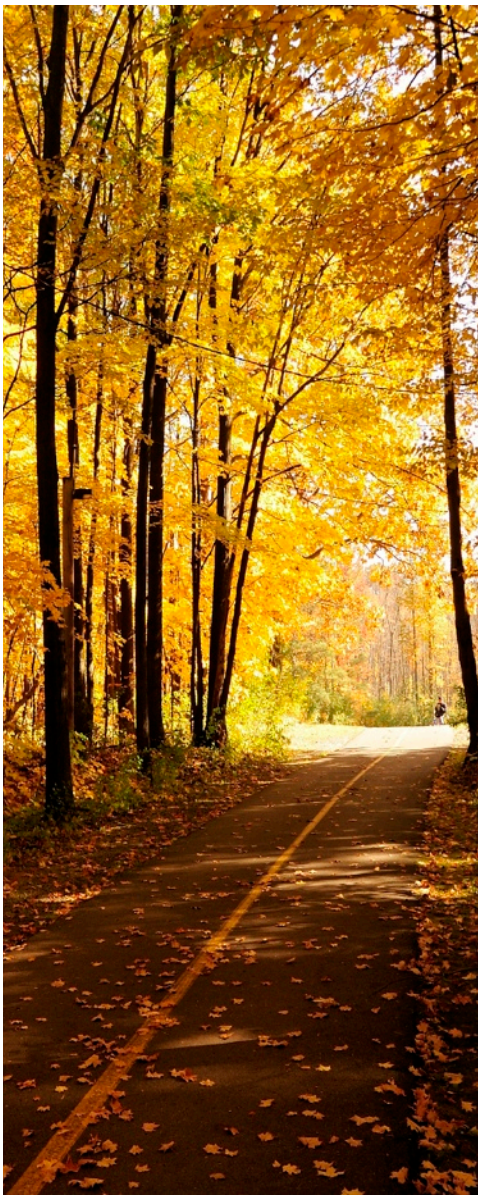
**3.5 Review of Master Hazard Assessment and Control Document**
**Calgary:**
Not available.
**Northwest:**
Use of floor mat Page 21.
Seasonal Yard Work.
No additional recommendations
**South:**
Not available.
**Edmonton Region:**
Not available.

**4.1 ICE Page Health & Safety Article suggestions for September 2012 (Safety focus)**
Discussion was held recommending an article on Mosquito bites, flooding and mold due to recent wet weather conditions.

**4.2 Health and Safety Membership Cards**
Committee members present signed their H&S Identification cards.
Hilary, Melissa, Ursula and Vesna received their laminated ID cards.
May's ID card will be signed at the next H&S Meeting.

**4.3 Policy Review**
**The Committee reviewed the following policies together:**
The group completed a refresher fun quiz on **Policy 3.5.1 – Employee Health and Safety Introduction and Responsibilities** and then reviewed the document.

**5.0 Next meeting *** Wednesday, Sept. 5th, 2012 @ 1:30 p.m.**



## 2012 Internal COR Audit

The 2012 internal ICE Certificate of Recognition (COR) Health and Safety Audit will take place September 10th – 21st, 2012. Three regions of the province: Calgary, South (Nanton/ Claresholm) and Edmonton will be involved in this year's audit. Internal ICE COR auditors, Greg Lane and Corinne Stasiewicz will complete 10 office / community site observation tours as well as over 70 Health and Safety interviews for this important process. Achievement of a Certificate of Recognition shows that a company has an excellent safety record and is constantly trying to improve it.

After the actual audit is completed the information gathered will be summarized into a report covering eight key areas of an effective Health and Safety program. The report summarizes areas of strength and identifies areas where employee health and safety may be further enhanced at ICE. The completed audit document is first submitted to the Continuing Care Safety Association (our certifying partner under the direction of Partners in Injury Reduction, Govt. of AB.) for review and approval. Once approved the annual COR report will be made available to all ICE employees. (The 2011 COR report is currently available for review in the Health and Safety Binders at ICE residential programs and ICE offices. We received a mark of 98% on last year's external audit.)

It is the role of management to construct a comprehensive vision of what health and safety should be for an organization in order to manage risk. The agency's management team meets twice annually to set and review progress on agency goals and the COR audit recommendations form an important part of our ICE Outcome Measurement System related to health and safety. As we participate in the internal COR audit this September we are all offered an excellent opportunity to renew our commitment to a safe and healthy future.